



## ECOMMERCE TRADING MANAGER - JOB DESCRIPTION

As Ecommerce Trading Manager you will be responsible for identifying goods donated to St Barnabas, Martlets and Chestnut Tree House that are best placed for sale through our ecommerce channels in order to realise the best profit for the organisation. You should have an eye for unique, high-end, or niche products and be skilled at listing items for sale within an online environment. This is an exciting time for charity ecommerce and this role will enable you to be instrumental in developing and delivering a strategic direction for this important income stream in order to increase profitability.

### What you'll do:

- Manage the ecommerce trading operation and team across the hospice group, maximising income and profit contribution, setting and managing annual budgets.
- Working with the Director of Public Fundraising and Retail, develop and implement a 3-year strategy for growing ecommerce income and profitability.
- Monitor and analyse performance, providing reports on a monthly and quarterly basis covering relevant KPI's, sales and profit data.
- Manage and develop staff and volunteer team necessary for delivering growth, sales and the highest standard of customer service.
- Working with the Marketing and Communications team, develop marketing campaigns, and PR to drive sales and donations for online.
- Train and develop your team to ensure the highest quality listings including photography specific to online sales platforms, effective and accurate written descriptions designed to appeal to both collectors and broad audiences. Monitor and review that standards are being met. Attend sector training, networking and conferences to ensure knowledge is up to date.
- To manage the ordering and processing of new goods, ensuring adequate stock and ranges as agreed with the Head of Trading.
- To manage, maintain, adopt and review online systems and platforms with the purpose of maximising efficiency and income.
- To manage, maintain, adopt and review logistics systems that provide the best value and service standards for the organisation and ecommerce customers. Manage stock and inventory to ensure effective use of space, stock flow and to minimise shrinkage.
- Be responsible for growing and developing your team, providing them with opportunities to expand upon and demonstrate their skills. Ensure that annual appraisals and objective setting is carried out for all team members and that performance management is carried out where necessary.
- Appoint and manage supplier relationships. Negotiate contracts and hold them to account to ensure effective and efficient delivery.
- Ensure processes and practices are in place to provide excellent customer care to ecommerce shoppers and donors. Investigate and respond to feedback and complaints.



## What you'll bring:

- Experience in an operational retail management role desirable
- Demonstrable specialist knowledge and experience in managing an online sales operation
- An understanding of online sales platforms, stock management and inventory systems
- Excellent computer skills including use of Outlook, Word, Excel and online sales platforms
- Ability to prioritise and organise competing demands and work under pressure
- People management including ability to motivate and develop direct reports and to align objectives with organisational strategy.
- Experience of recording, gathering, organising, presenting, and evaluating information to improve performance and aid decision making.
- Proven experience of providing outstanding customer care
- Able to communicate clearly in person and in writing with the public, staff and volunteers
- Experience of EPOS systems and retail office systems, stock management and cash handling/retail accounting systems
- Excellent communication skills and experience in delivering training in a retail environment
- Willing to work variable hours, including some evenings and weekends

## The details:

The role reports to: **Director of Public Fundraising and Retail**

The contract is: **Permanent**

The hours are: **37.5 hours per week** – there will be the occasional evening and weekend working for which Time Off in Lieu will be given

Salary: **Grade 6.1 £36,872**

This role is hybrid and will be based across our hospice sites: Martlets in Hove and St Barnabas House in Worthing. The proportion of time spent at the above sites will be agreed with your line manager.

## OTHER DUTIES

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

## ASSISTANCE

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.



## CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

## DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

## HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

## SAFEGUARDING

All staff and volunteers are required to be aware of and adhere to St Barnabas Martlets Hospices' safeguarding policies and attend the appropriate training as and when necessary.

## JOB DESCRIPTION

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.